



Made in Italy quality  
and safety at your service.



# NEOSHelp

Your safety, our mission

## CONFIGURATION MANUAL



The wearable safety device.  
A discreet ally for the protection and peace of mind of the wearer.

WhatsApp  NEOSHelp  
+39 371 376 7468

[www.neoshelp.it](http://www.neoshelp.it)



## DEVICE REGISTRATION INTRODUCTION

Before proceeding with the registration and the relative configuration of the device, we remind you that the NeosHelp must be turned on and a SIM card from any operator must be inserted inside it.

### DEVICE REGISTRATION

To perform the registration and subsequent configuration you will need: • the Imei code of the **NeosHelp**, which is found both on the device and on the packaging; • the phone number of the SIM card present in the device; • a valid email address, to which the web portal will send an activation and verification link for the account being created. Without activation, the login credentials will not be recognized.

**Please note:**

The following pages show phone numbers, Imei codes, and email addresses, but these data are provided for explanatory purposes only. The user must ONLY use the data in their possession, and not those shown in the examples.

### OPERATIONS TO BE PERFORMED:

- 1) Access the internet with your computer and type the website into your browser:

**[www.neosconfig.it](http://www.neosconfig.it)**

once you are on the site, choose the version of the device you want to manage and configure, in your case **NeosHelp**.

After clicking on your device version, you will be automatically directed to the relevant web portal; once you are on the site, click on REGISTER.

- 2) Enter the Imei Code found on the device and check availability. Once entered correctly, the portal will indicate that the IMEI is valid (**image 1**);
- 3) Now create your account by entering all the required data, making sure to also accept the terms of use. Finally, click on REGISTER (**image 2**);
- 4) Now the portal will send an email to the email address you provided, containing the data entered and an activation link for the registration just performed (**image 3**).
- 5) Usually, the email is sent in a very short time; if this does not happen, we recommend checking your spam folder.
- 6) Now click on the link contained in the email to verify and activate your account. You will be notified on the screen of the outcome of the operation (**image 4**);
- 7) You are now authorized to access the portal and can proceed with the configuration of your **NeosHelp** device;
- 8) Click on LOGIN, and enter your access credentials, Username and Password (**image 5**);
- 9) Once logged in, you only need to choose the device to operate on. The web platform offers the possibility to manage more than one device (**image 6**).

**By clicking on the window, choose the device to be managed.**

**Please Note:**

For any issues, please contact technical support: Email: [supporto@neossistemi.it](mailto:supporto@neossistemi.it)

Phone: +39 0861 76 05 45 - Whatsapp: +39 371 376 7468

**Image 1)**

Back to home page

User registration

Check device availability of the IMEI device

CHECK AVAILABILITY →

Back to home page

User registration

Check device availability of the IMEI device

CHECK AVAILABILITY →

Image 2)

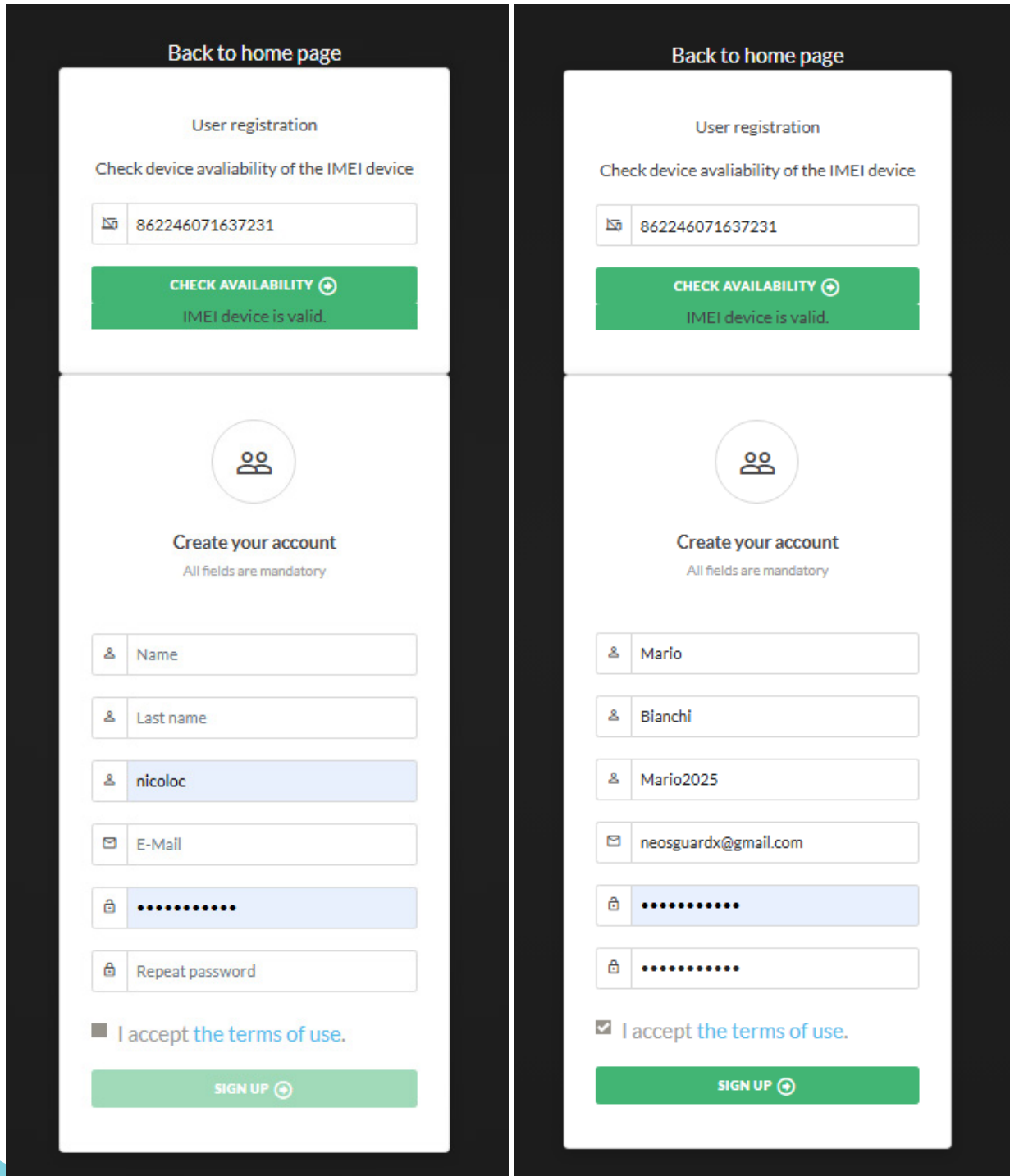


Image 3)

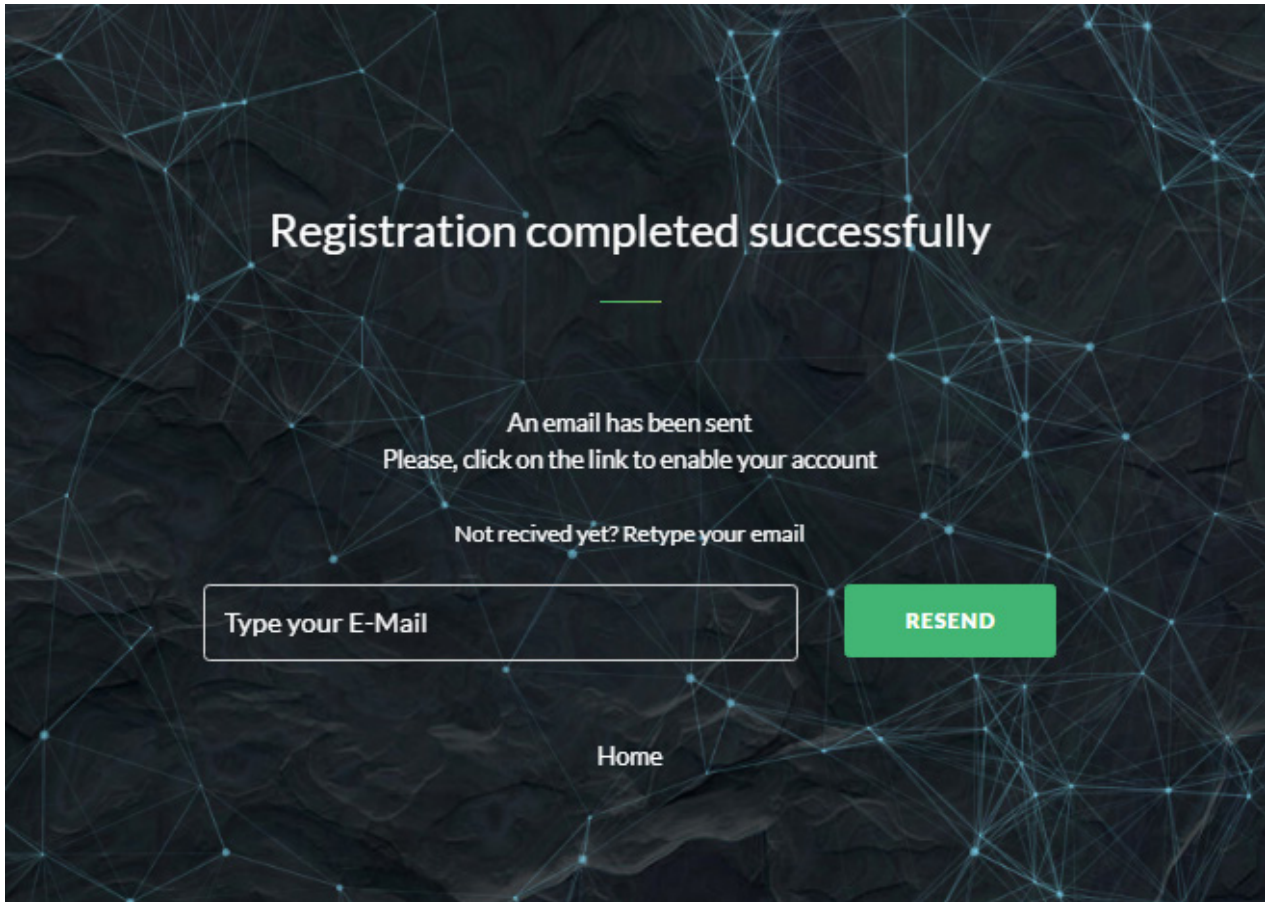


Image 4)

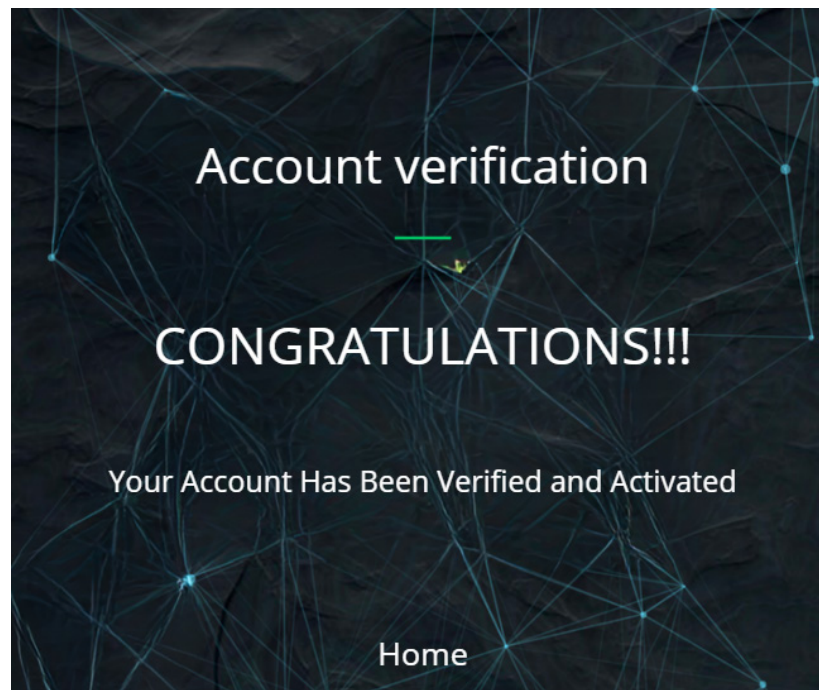
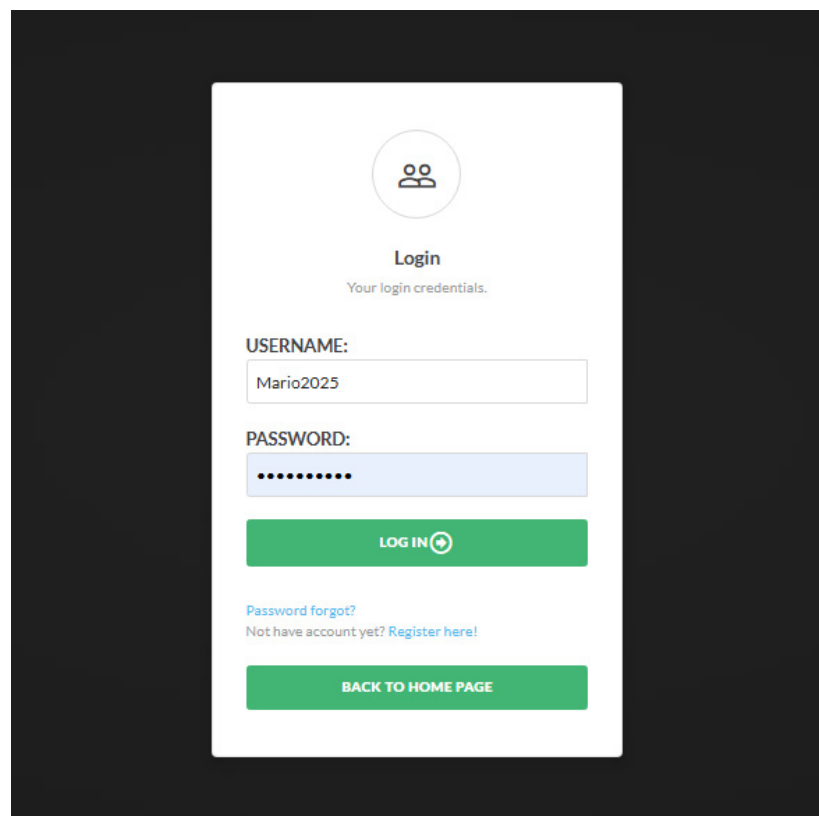


Image 5)

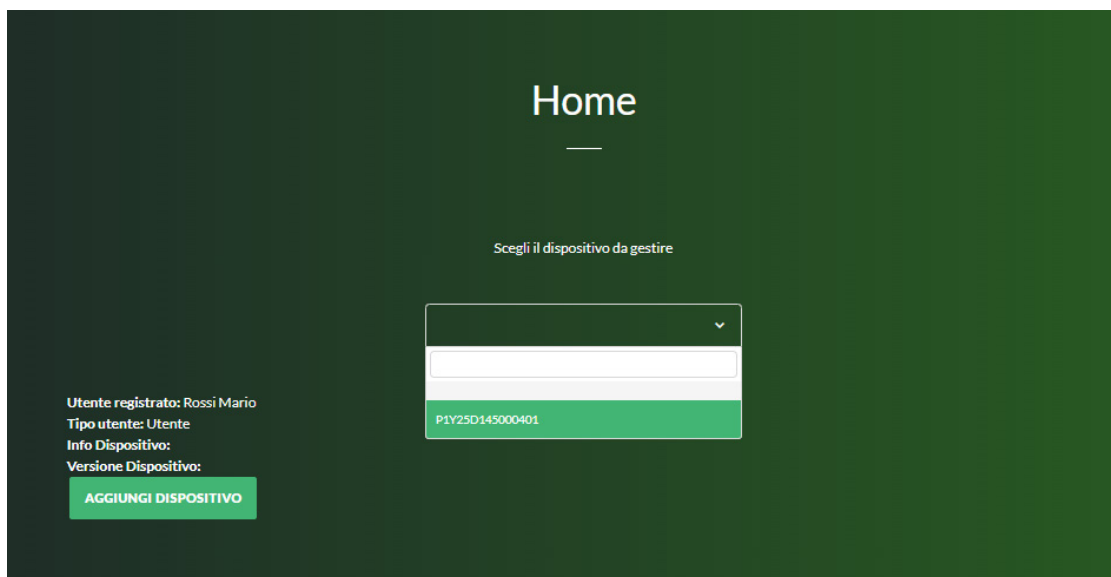


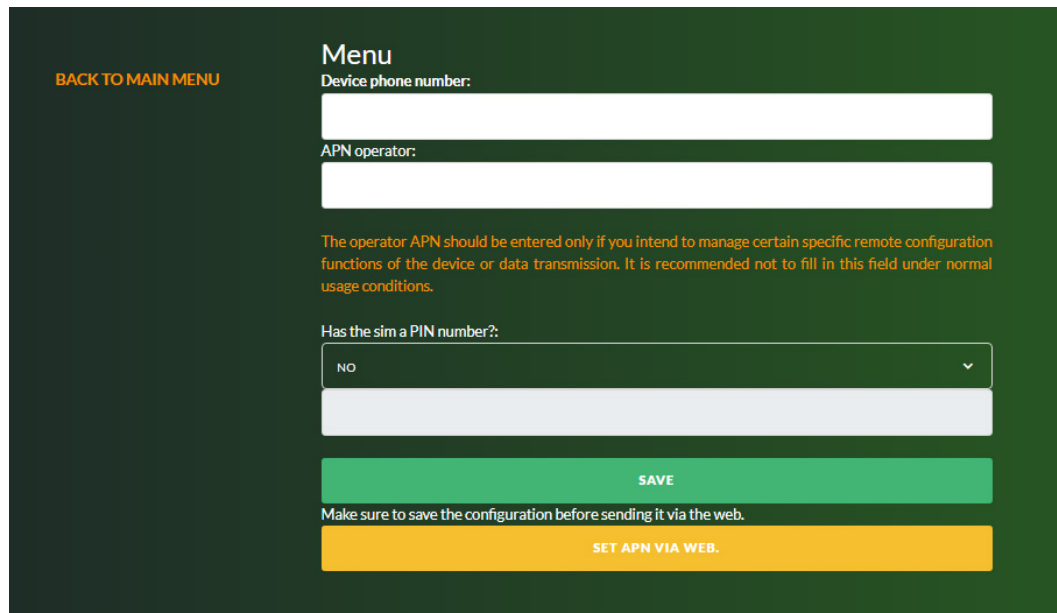
Now that you have completed the registration of your NeosHelp device and logged in with your username and password on our portal [www.neosconfig.com](http://www.neosconfig.com), you are ready to proceed with its configuration.

## OPERATIONS TO BE PERFORMED

- 1) Once you have accessed the portal, you must choose the device to manage by selecting its serial number from the drop-down menu (Image 6).
- 2) After selecting the device to manage, the portal will enable you for its configuration, but first you will need to fill in the required data regarding the SIM card present in the device..

Image 6)



A screenshot of a web-based configuration menu for a device. The background is dark green. At the top left, there is a link "BACK TO MAIN MENU" in orange. The main heading is "Menu" in white. Below it, there are two white input fields: "Device phone number:" and "APN operator:". Below the "APN operator:" field, there is a warning message in orange: "The operator APN should be entered only if you intend to manage certain specific remote configuration functions of the device or data transmission. It is recommended not to fill in this field under normal usage conditions." Below this, there is a dropdown menu labeled "Has the sim a PIN number?:" with "NO" selected. Below the dropdown is another white input field. At the bottom, there is a green "SAVE" button and a yellow "SET APN VIA WEB." button. A note in white text says "Make sure to save the configuration before sending it via the web."

**a) Device Sim (MANDATORY):** you must set the phone number of the SIM card you have inserted into the device;

**b) Operator APN (OPTIONAL):** here you must enter the APN of the telephone operator of the SIM card you have inserted into the device. This configuration is mandatory only if you wish to proceed with remote configuration in the future, i.e., without connecting the device to the computer, but doing it via web in GPRS;

**c) "Set APN via web" (OPTIONAL):** once you have entered your operator's APN, by clicking this button it will be possible to configure the APN without connecting the device to the PC.

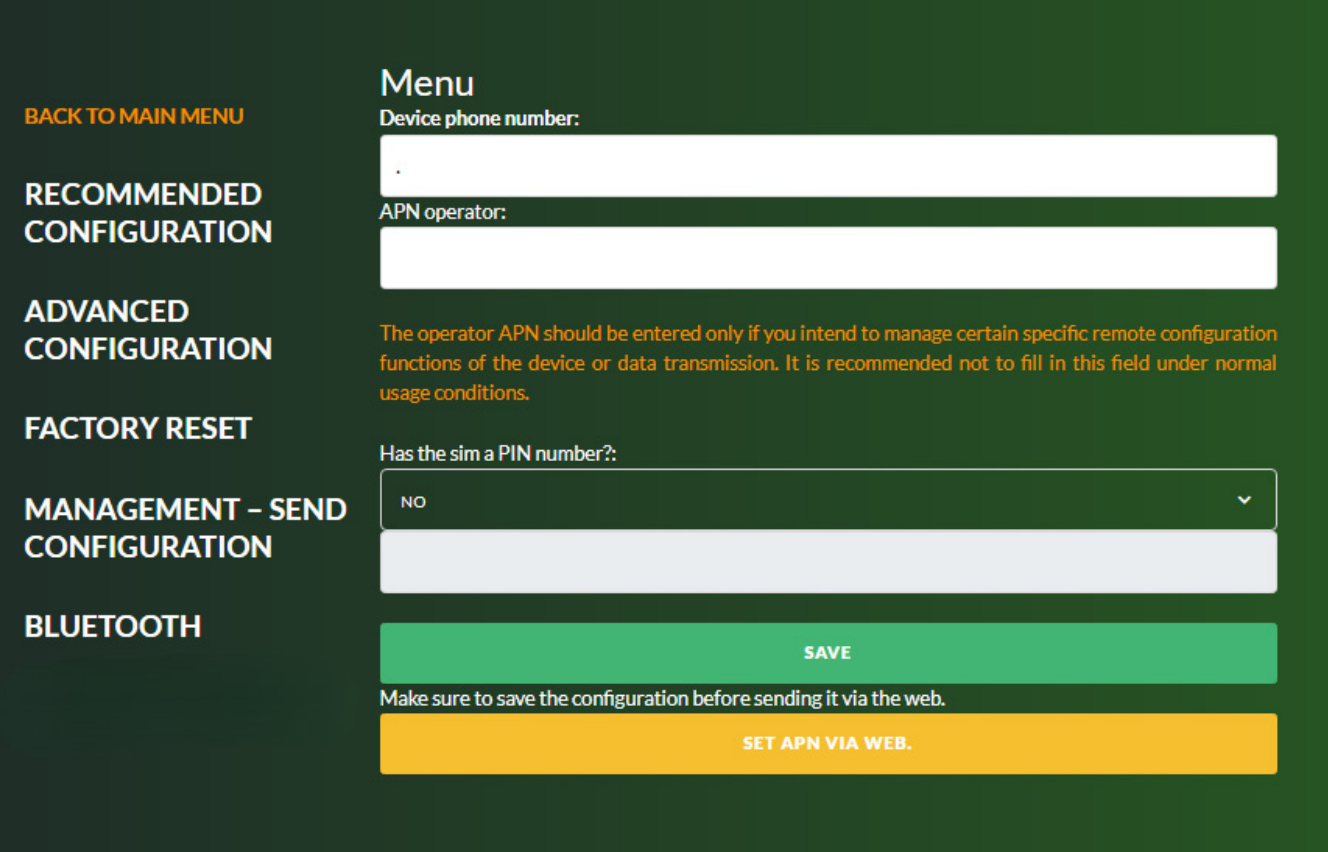
**Please note:** the device must be switched on and disconnected from the power supply.

### 3) Sim PIN:

**a)** you must indicate the SIM PIN, in case this security PIN was not removed before inserting it into the NeosHelp device.

**b)** select No, if the PIN is not present on the SIM.

## CONFIGURATION MENU



The screenshot shows a configuration menu with a dark green background. On the left, there is a vertical sidebar with the following options: **BACK TO MAIN MENU**, **RECOMMENDED CONFIGURATION**, **ADVANCED CONFIGURATION**, **FACTORY RESET**, **MANAGEMENT – SEND CONFIGURATION**, and **BLUETOOTH**. The main content area is titled "Menu" and contains the following fields and buttons:

- Device phone number:** A white text input field.
- APN operator:** A white text input field.
- A note: "The operator APN should be entered only if you intend to manage certain specific remote configuration functions of the device or data transmission. It is recommended not to fill in this field under normal usage conditions."
- Has the sim a PIN number?:** A dropdown menu with "NO" selected.
- SAVE** button: A green button.
- SET APN VIA WEB.** button: A yellow button.
- A warning: "Make sure to save the configuration before sending it via the web."

4) After clicking the **“SAVE”** button, a menu will appear on your left:

- **Recommended Configuration**
- **Advanced Configuration**
- **Factory Reset**
- **Management - Send Configuration**
- **Bluetooth**

This menu allows you to choose between different types of configuration.

Clicking on **Recommended Configuration** will take you to a simplified and quick menu. We'll cover the **Advanced Configuration** together later.

**N.B.:** Remember to click the **SAVE** button every time you modify a configuration page.



## ADVANCED CONFIGURATION

### OPERATIONS TO BE PERFORMED

#### a) Device name configuration:

The device name to be set can be a maximum of 30 alphanumeric characters. You can set the name of the person or company using the device. Default value: **NEOSHELP**

#### b) Device password configuration:

This is the password to be included in messages to manage and/or configure the device. The value can be a maximum of 8 alphanumeric characters. Default value: 1234

#### c) Device check configuration:

If this function is activated, the **NeosHelp** device will send a pre-configured message at every set interval of time, indicating that it is functioning regularly.

Default value: Disabled

Example of an SMS message sent by the device:

Device Check **NeosHelp** functioning on 17/01/2025, 09:54:42

### GPS CONFIGURATION

**a) Gps:** This function enables/disables the device's GPS. This function is not important when used inside structures where GPS localization is not necessary, thus saving battery. Default value: ACTIVE

**b) Maximum coordinate search time:** This value indicates the maximum time the device attempts to obtain valid GPS coordinates. Please note that decreasing this value will not result in coordinates being detected sooner, as the detection time depends on the environmental conditions in which the device is operating. Once this time has elapsed, the device turns off the GPS module (stops searching for a fix) even if it has not found valid coordinates. Maximum coordinate search time: 9999 sec. If no valid GPS positions are found, the device will wait 600 seconds before attempting a new search for valid GPS coordinates.

Default value: 600 SECONDS.

**c) GPS position writing frequency on the device:** Indicates the time interval at which the device writes its GPS position into the memory. When the device needs to send its GPS position, it either sends the one detected at that moment or, if it does not detect valid GPS coordinates, it sends the last position stored internally.

Default value: 600 SECONDS

**d) Periodic GPS position sending configuration:** By activating this function, the device can send its GPS position at every set time interval to a maximum of 2 recipients via a preset SMS message. Default value: FUNCTION DISABLED.

## ALARM FUNCTIONS CONFIGURATION

### a) NO-MOVEMENT Configuration:

This function monitors the physical movement of the **NeosHelp**. If the device remains stationary for a set period, it will trigger a notification signal. Once the pre-alarm time expires, the full alarm is activated.

Default value: Function disabled

Default value: Device sensitivity 2 (Maximum 3)

Default value: Time before alarm triggers: 60 seconds

### b) DEAD-TIME Configuration:

This function monitors user activity. If the device is not “active”—meaning the green handset button has not been pressed within the set interval—an alarm signal is triggered. After the pre-alarm time expires, the alarm is activated.

- Default values:

- Function disabled

- SMS sending interval: 60 seconds

- Time before alarm triggers: 60 seconds

### c) Power ON / OFF Alarm Configuration:

This allows the device to send a preset SMS to a maximum of 2 recipients containing the date and time of when the device is switched on or off.

Default values:

- Power ON alarm function: Disabled

- Power OFF alarm function: Disabled

### d) SHOCK Alarm Configuration:

This function enables the detection and reporting of strong acceleration (impacts or falls) experienced by the device wearer.

Default values:

- Function disabled

- Sensitivity: Medium

- Activation delay: 300 seconds

### f) BATTERY Alarm Configuration:

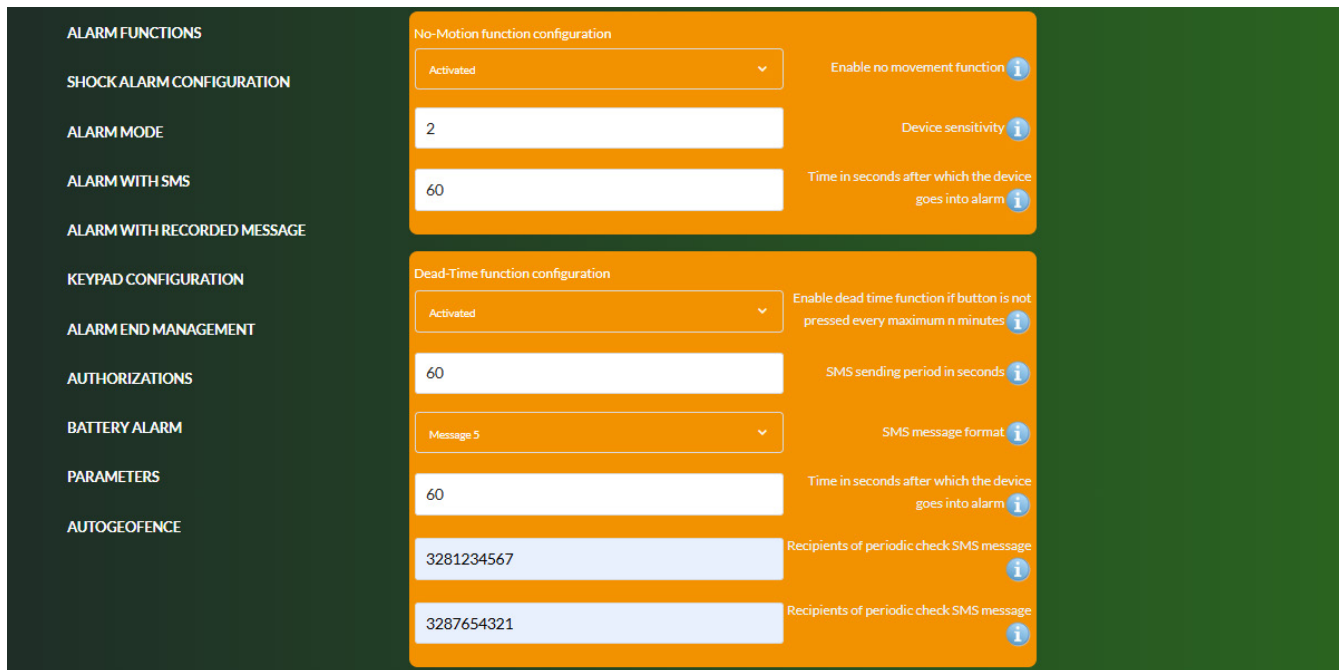
With this function, the device sends an SMS to two phone numbers indicating that the battery charge has dropped below 20% (adjustable default value) or when the device is 100% charged.

Default values:

- Low battery function: Enabled
- Battery percentage (Low): 20%
- Full battery function: Disabled
- Battery percentage (Full): 100%

By activating the Alarms while charging function, the device will trigger alarms even when it is connected to the power supply for charging.

Default value: Disabled



## ALARM MODE CONFIGURATION:

The transmission mode for the “No-Movement” alarm and the “SOS Button” alarm can be configured in the following ways:

- 1- Alarm with **SMS transmission**
- 2- Alarm with **phone call transmission**
- 3- Alarm with both **phone call and SMS transmission**
- 4- Alarm with **phone call transmission featuring a pre-recorded message**
- 5- Alarm with **phone call transmission featuring a pre-recorded message and SMS**

## ALARM CONFIGURATION PARAMETERS

**a) Alarm Duration:** Indicates how long the device remains in “alarm mode” after the event starts. Maximum time is 2,592,000 seconds. Default value: 600 seconds.

**b) Pre-alarm Time:** The waiting period before the device officially activates the set alarm mode. During this time, the device warns the user of the impending alarm via a voice message.

**c) Cyclic Alarm Termination:** If activated, the device will stop the emergency call cycle if one of the emergency numbers answers and the conversation lasts longer than 30 seconds (this threshold is adjustable).

**d) Minimum Conversation Time:** The duration a call must last to be considered “valid” by the device. After this time, the device waits for the alarm-end period before moving to the next number, allowing it to receive an “end cyclic calls” SMS or, if termination is enabled, to consider the call successful and stop the cycle. Default value: 20 seconds.

**e) Keypad Code to End Cyclic Calls:** The specific code to be typed during a call to stop the emergency cycle. The code must be preceded by the # symbol. If not entered, the device continues its programmed sequence. Default value: 4231 (User must type #4231). Alternatively, the cycle can be stopped by sending an SMS: **psw:1234;termina.**

## ENTERING EMERGENCY CONTACT NUMBERS

Depending on the chosen alarm mode, you can select the following from the left-hand menu:

- Alarm with Call
- Alarm with SMS
- Alarm with Pre-recorded Message

By clicking on these items, you can enter up to 5 phone numbers to be contacted in an emergency. We recommend leaving other parameters at their default settings.

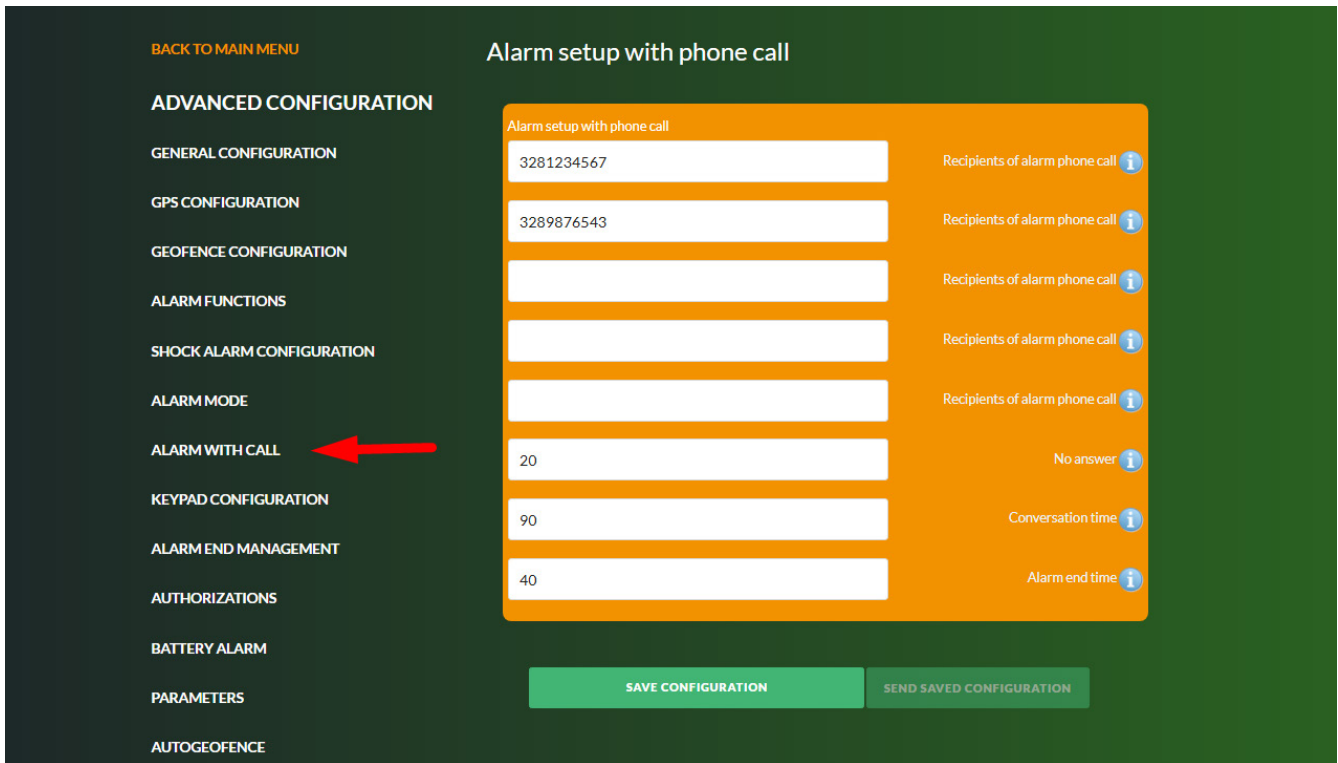
### SMS Alarm Specifics

**When selecting Alarm with SMS, you will see the option**

**“SMS alarm message format”:**

**Format 11: To be used when GPS is OFF.**

**Format 12: To be used when GPS is ACTIVE.**



When entering the emergency contact numbers, please follow these guidelines:

**Format:** Enter phone numbers without the international prefix (e.g., do not use +39) and without any spaces between the digits.

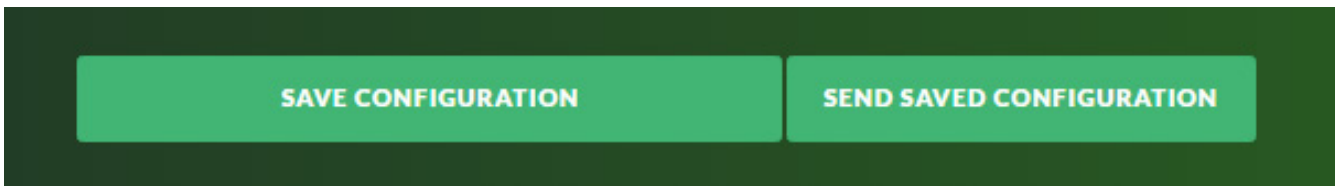
**Recommended Numbers:** We strongly recommend using mobile phone numbers. We advise against using national emergency services (such as 112, 911, or 999) as primary contacts.

**Call Sequence:** In the event of a call alarm, the device will contact the numbers in sequential order, from the first to the fifth.

**Saving:** Always remember to save your changes by clicking the "SAVE CONFIGURATION" button at the bottom of the page.

## DOWNLOAD THE CONFIGURATION FILE

Once all necessary changes have been made, clicking the 'SAVE CONFIGURATION' button will enable the 'SEND SAVED CONFIGURATION' button.



By clicking "SEND SAVED CONFIGURATION", you can choose to either download the configuration file (recommended) or send it via web. For the latter option, the APN must have already been correctly entered and sent to the device. By selecting the recommended action, "SAVE AND DOWNLOAD CONFIGURATION FILE", the B64 file will be downloaded.

**You must then connect the NeosHelp to your computer, insert its SIM card, and power it on. Simply copy the configuration file onto the device without opening or renaming it. Once the file transfer is complete, disconnect the NeosHelp from the computer; it will reboot and configure itself automatically.**

Finally, you can verify that the configuration was successful by reconnecting the device to your computer: the configuration file should **no longer be present** on the device. If the file is still there, delete it, download the configuration file again, and copy it back onto the device.

**BACK TO MAIN MENU**

**MANAGEMENT – SEND CONFIGURATION**

MANAGEMENT – SEND CONFIGURATION

BACKUP / RESTORE

FIRMWARE MANAGEMENT


**Invio configurazione al dispositivo (S/N: P1Y25D147001175)**  
Verrà inviata la configurazione al dispositivo. Tutti i dati verranno salvati

**SAVE AND DOWNLOAD THE CONFIGURATION FILE**

**Please follow the following instructions:**

- Turn on the Neosguard Plus device with the active SIM card inserted;
- Connect the Neosguard Plus device to your PC using the included USB cable. It will be detected as a standard USB flash drive
- Click on save and download the configuration file;
- Copy the newly downloaded file named NEOSCFG....b64 into the USB storage of the device. Inside the device, you will find other files used for its operation. Please disregard these files and do not delete them;
- Disconnect usb;
- Disconnect the USB cable from the Neosguard Plus device;
- Now, the device will show 3 green LEDs in sequence, then turn off and reboot. The GSM LED will first blink red, then green, and finally turn off;
- The device is now correctly configured;
- To confirm the configuration was successful, reconnect the device via USB and verify that the previously saved configuration file has been deleted. The Neosguard Plus device automatically removes the configuration file after processing it. If the file remains present, this may indicate either: The configuration wasn't properly applied, or a newer firmware version requires a different procedure. In such cases, please consult the product manual or contact technical support for assistance.

**SEND SAVED CONFIGURATION VIA WEB**



[NEOSCFG - 2025-07-28T141924.145.B64](#)

Da <https://www.neosguardconf.com>

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Enrollment in the Batteries and Accumulators Register N.: IT19060P00005407



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